

Dyfi Valley Health

PRACTICE GUIDE



Often we think that only the doctor can help when we visit our medical practice. But at Dyfi Valley Health we have a number of other health professionals who can ensure that you get the right treatment as quickly as possible.



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd
Addysgu Powys
Powys Teaching
Health Board

MACHYNLLETH HEALTH CENTRE

Bro Ddyfi Community Hospital,
Machynlleth, Powys, SY20 8EQ

Telephone 01654 702 224

Practice email: contact.w96011@wales.nhs.uk

Website: www.DyfiValleyHealth.org

OPENING TIMES FOR DYFI VALLEY HEALTH

Monday to Friday - 08:00 to 18:30

Saturday and Sunday - Closed

OPENING TIMES FOR PHARMACY

Monday to Friday - 08:30 to 18:00

Saturday and Sunday - Closed

The doctors and staff at Dyfi Valley Health aim to offer the highest standard of patient-centred healthcare.

In addition to providing everyday healthcare, we also run many clinics for the management of chronic diseases, and offer a wide range of other medical services including asthma, diabetes, antenatal and postnatal care, minor surgery, minor injuries, childhood vaccinations and well-person check-ups.

IS IT TIME TO DIAL 999?

Call 999 for life threatening conditions that need immediate medical attention:

- Choking
- Chest pain
- Blacking out
- Blood loss
- Serious injury
- Suspected stroke

A&E is always the place to go for serious illness or injury.

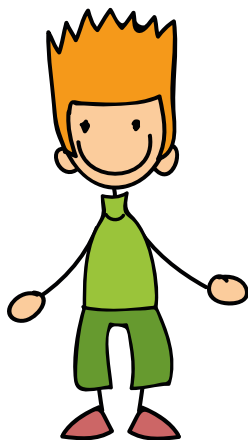


COMMUNITY HOSPITAL

Our GPs provide some of the medical cover for inpatient beds at the community hospital in Machynlleth and Newtown. This allows those patients to be cared for closer to home and nearer to their families.

We are excited to share that a new state of the art health and social care facility for north Powys could soon be a reality thanks to funding from Welsh Government. Powys Regional Partnership Board, Powys County Council and Powys Teaching Health Board have begun to develop plans for a multiagency wellbeing campus, including a Rural Regional Centre for north Powys. Amongst us all, there is a high level of ambition to improve health and wellbeing through a new model of care for north Powys. This is an opportunity to create an intergenerational multi-agency wellbeing campus, which would include primary education, health, social care and supported accommodation and could include rehabilitation services through in-patient beds, enhanced diagnostics and a wide range of other services.

We at Dyfi Valley Health are especially keen to create a centre for the teaching of rural medicine. Students and trainees from across Wales are welcome to come and to learn about this unique and challenging speciality.



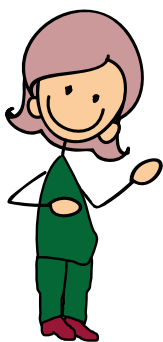
THERE ARE 5 WAYS TO MAKE AN APPOINTMENT WITH US:

You can access us 5 ways - via email, text, online form, in person or by calling our team between 8am and 6.30pm. Appointments can be made 6 weeks in advance for routine. See our website and facebook page for more additional information. Please see our practice notice board and website for all access information.

TELEPHONE CONSULTATION

Initially an appointment will always be a telephone consultation. This is not triage. This is a 15min consultation where you will speak to a trained clinician. Reception will allocate this appointment to the right in house clinician or signpost you to the right external place. Please support our process. This ensures that all face to face appointments go to patients who have a clinical need to be seen by the right person, at the right time and in the right time frame.

URGENT OR ROUTINE?



A routine appointments can be made up to 6 weeks in advance. We will always give a same day to children and adults with a clinical need. an appointment within 4-6 weeks of the request.

REFERRAL QUERIES

If you have not heard from the hospital or referring clinic within 6 weeks please contact the hospital/department directly.

CHAPERONE

You are always welcome to bring someone with you to an appointment. If you prefer we can offer a member of staff to act as a chaperone during your consultation.

TELEPHONE ADVICE

At Dyfi Valley Health, we will always try to help you as much as we can.

The newly implemented clinical service allows you to speak with a clinician on the phone who can then decide if you need to physically see someone and/or need medication.

This system ensures that you receive the appropriate level of care and that your condition is treated as efficiently as possible. It also allows the GPs and nurses to see those patients who really do need to be seen.

To make an appointment, give us a call on 01654 702 224 or pop into the surgery and speak with a receptionist.



MY SURGERY APP

My surgery app allows you to order your repeat medication, request a non urgent routine appointment, request a Dr's sick note, request a copy of your medical records, complete a travel vaccine form, update your contact records. You can also access information on the common ailments scheme, NHS website and 111.



SAME DAY URGENT APPOINTMENTS:

For same day emergencies

ROUTINE APPOINTMENTS:

Can be pre booked up to 6 weeks in advance

MINOR INJURY:

Call ahead or just turn up 8am- 6:30pm

DOWNLOADS

You can download the following forms from **www.DyfiValleyHealth.org** or ask a receptionist for the paper copy of the form.

Registration: GMS1 – Doctor Registration
Downloads: Registration Questionnaire

Administration: Change of Address / Name Form

Self Referral: Physiotherapy Self Referral Form
Forms: Podiatry Self Referral Form

Other: Phone 111

DIABETIC CLINIC - We are trained to offer advanced diabetic care including many of the services traditionally provided in hospital clinics.

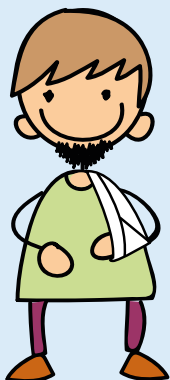
The clinics are run by a mixture of GPs, practice nurses and nurse specialists.

Not only do we provide all the nationally recommended screening to try and prevent complications, but we also teach how to inject insulin and other modern injectable drugs.

We can manage switches from different treatment regimes to try to give our patients the best possible personalised care.

Our GPs and nurses are trained to assess and treat **MINOR INJURIES**.

We can manage cuts, lacerations and sprains, assess possible fractures and treat minor head injuries. This service operates between 8am and 6:30pm at Machynlleth Surgery and is open to both registered and non-registered patients.



At our **ANTICOAGULANT CLINIC**, we provide monitoring of all blood thinning medications.

Warfarin is managed with point of care testing using a device, which gives clinicians an immediate test result. We give each patient a daily dosage chart, allowing for safe and efficient care.

You can see the **DISTRICT NURSE** at Bro Ddyfi Community Hospital for wound related care.

District Nurses can be contacted seven days a week between 09:00 – 17:00. Please call 01654 705238, you may be asked to leave a message on their answer machine.

We have fortnightly **CHILD HEALTH CLINICS** managed by doctors, practice nurses and health visitors, which are for routine health checks for babies and children, immunisations and for non-urgent child health concerns.

If you need a **MEDICAL EXAMINATION** for driving (HGV, bus or taxi), insurance purposes or recreational pursuits then our reception staff can book this for you.

These are not covered on the NHS and a fee is charged for this service – reception staff will let you know the cost at the time of booking.

Please note that Dyfi Valley Health only accept cash or cheque payment for medical examinations.

We provide all methods of **CONTRACEPTION** including pills, patches, injections, implants and coils. Please make an appointment with a GP or advanced nurse practitioner to discuss further.

Emergency contraception is available and may be prescribed over the phone if appropriate.

When we are closed, you can also get emergency contraception from chemists or from the out of hours service.

Meet the team

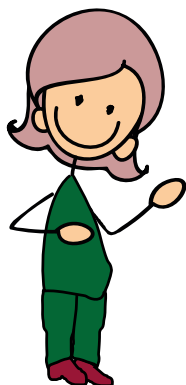
Our **GPs** treat all common medical conditions and refer patients to hospitals and other medical services for urgent and specialist treatment. They focus on the health of the whole person combining physical, psychological and social aspects of care.

In addition, they have special interests in emergency care, minor injury work, paediatrics and women's health, diabetes, end of life care and they are happy to advise on and discuss complementary therapies.

URGENT CARE PRACTITIONERS & ADVANCED NURSE PRACTITIONERS are

specialist practitioners who treat people for minor illnesses and injuries.

They can carry out many of the tasks traditionally done by a doctor including diagnosing, prescribing medication and referring to specialists.



Our Dyfi Valley Health **SENIOR PRACTICE NURSE** specialises in Diabetes and Heart Disease; our **PRACTICE NURSES** specialise in Asthma, COPD and Diabetes conditions.

HEALTHCARE ASSISTANTS are technicians, not nurses. They undertake practical procedures, phlebotomy (taking of blood) urinalysis testing, blood pressure monitoring and ECG recording.

Do you need to see a doctor today or can you **CHOOSE PHARMACY?**

Did you know that Rowlands Pharmacy participate in the Minor Ailments Scheme.

This scheme offers patients access to free NHS advice and treatment for common ailments that cannot be managed by self-care.

This service offers an alternative to making an appointment with the GP to discuss any of the following 26 conditions, however we advise that you ring Rowlands Pharmacy on **01654 702237** as provision of this service is dependant on the availability of an appropriate pharmacist:



Acne	Dry Eyes	Scabies
Athlete's foot	Hay fever	Sore throat
Backache	Head lice	Teething
Chicken pox	Indigestion	Threadworms
Cold sores	Ingrowing toenails	Haemorrhoids
Colic	Mouth ulcers	Vaginal thrush
Conjunctivitis	Nappy rash	Verruca's
Constipation	Oral thrush	
Dermatitis	Ringworm	
Diarrhoea	(Intertrigo)	

Ordering your REPEAT PRESCRIPTION – Please note that we do not take telephone requests for repeat prescriptions.

We need three working days to process your request and order in your medication.

You can order your repeat medication via My Health Online, through the 'My Surgery' app, in writing, or in person.

- Patients living 1 mile or more away from Machynlleth Surgery can collect their prescription from the dispensary at Machynlleth Surgery.
- Those patients living a mile or less from the surgery will need to collect their prescription from the pharmacy directly.

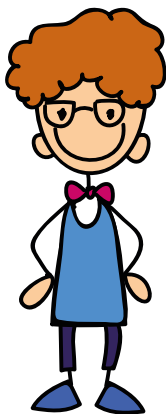
Rowlands Pharmacy, 8 Pentre Hedyn Street Machynlleth, SY20 8DN is the nearest pharmacy, their contact number is 01654 702237. To confirm that we can deliver your prescription to the Rowlands Pharmacy on your behalf.

What to do if you run out of medication outside of GP Surgery opening hours?

If you run out of medicine outside of your GP surgery's normal opening hours and need some urgently, here are some ways you may be able to get supply quickly, even if you're away from home.

If you have a prescription:

If your local pharmacy is closed, you can get your medicine from any pharmacist with your prescription, as long as it's in stock.



If you do not have a prescription:

If you run out of prescription medicine and do not have a prescription with you, you may be able to obtain an emergency supply from a pharmacist without a prescription. You should take an old prescription/repeat slip or the medicine packaging with you to the pharmacy, if you have it.

You'll be assessed by the pharmacist to find out:

- If you need the medicine immediately.
- Who previously prescribed the medicine (to make sure they're a trusted source).
- What dose of the medicine would be appropriate for you to take.

The pharmacist needs to know the answers to these questions before they can supply a prescription-only medicine, without a prescription, in an emergency. They will keep a record of your details, the medicine they provide and the nature of the emergency.

If the pharmacist is not satisfied that the medicine and dose is appropriate for you, they may not supply the medicine.

The pharmacist may provide an emergency supply of up to 30 days' treatment for most prescription medicines, with these exceptions:

- Insulin, an ointment, a cream or an asthma inhaler - only the smallest pack size will be supplied
- The contraceptive pill - only enough for a full treatment cycle will be supplied
- Liquid oral antibiotics - only the smallest quantity to provide a full course of treatment will be supplied

Only a limited range of controlled medicines can be prescribed in an emergency, such as

those for epilepsy (phenobarbital). Many commonly used controlled medicines, such as morphine or diamorphine, cannot be supplied without a prescription by a pharmacist in an emergency. However, a pharmacist is the best person to speak to, even in this situation.

TEST RESULTS:

Our phone lines are extremely busy in the morning with patients making appointments; therefore, we request that where possible, patients ring in the afternoon for test results. Please use our designated results line. Other ways to access us for your results would be via email, by completing a form on our website, in person, DM on Facebook, send a text (where applies)

If a result requires any follow up you will be asked to make a non urgent appointment.

HOW TO REGISTER WITH THE PRACTICE:

Providing you live in our catchment area, (our receptionists can check this for you), new patients, registering with our practice will be required to complete a new patient registration form, including your NHS number (this can be obtained from your previous surgery if you do not know it). Alternatively, you can download the registration form from: <https://dyfivalleyhealth.org/become-a-patient>

You will also be required to provide proof of address. Please note that you will need to complete, and sign, an individual form for each member of your family.

MY HEALTH ONLINE REGISTRATION is easy and gives you many of the following benefits:

Viewing your basic medical records and reordering repeat prescriptions, you will soon be able to book appointments as well.

Before our receptionist can register and set up an account for you with My Health Online, for data security, you will need to prove your identity (even if we already know you), therefore please come to the reception with:

- Proof of ID (preferably Photo ID like passport or driver's licence)
- Confirmation of your email address
- My Health Online registration letter and details.

Once registered, you will receive a confirmation letter; this can either be printed or sent to your email address.

More step by step information is available by visiting:

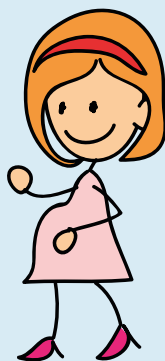
DyfiValleyHealth.org/how-to-register-for-my-health-online

OTHER SERVICES

Specimens for the hospital laboratory are collected from the Health Centre at midday each weekday. If you are asked to bring a sample to the surgery, please put it in the box provided at reception before midday.

Please enquire at reception for **Cervical Screening**. Current Welsh Guidelines recommend that women aged between 25 and 49 should have this test every 3 years.

Women aged between 50 and 64 years should have this test every 5 years. Appointments can be made with our practice nurse.



Patients who have a diagnosis of **Heart Disease** are seen yearly for a health check at the Heart Disease Clinic. This is carried out by a Health Care Assistant and Practice Nurse.

For **Contraception**, please make an appointment in the usual way with your Doctor. Some procedures e.g. coil fitting/ implant, need preparation. A patient requiring a coil fitting will need to make an appointment with the practice nurse for swabs to be taken prior to fitting. It would be helpful if you could inform the receptionist that you need a longer appointment. All doctors within the practice are available for contraceptive services.

Chronic Obstructive Pulmonary Disease (COPD) Clinic and Asthma Clinics.

All patients diagnosed with COPD or Asthma will be sent an appointment to attend clinic on an annual basis.

Diabetic Clinic is run weekly. Patients are screened every six months. An appointment letter will be sent for them to attend a clinic at Machynlleth Medical Practice.

All patients diagnosed with hypertension will be sent an annual appointment to attend the **Hypertension Clinic (High Blood Pressure)**, with the Health Care Assistant. Patients with hypertension are advised to have their blood pressure checked every six months.



Child Health Surveillance

Machynlleth Health Visitors provide this service, they are based at Bro Ddyfi Community Hospital on 01654 705236.

Childhood Immunisation - Dyfi Valley Health Patients

Parents/Guardians will receive notification when these are due and will be offered an appointment.

If you are planning a holiday and need to access the **Immunisation and Travel Abroad clinic**, please note that you will need to make a double appointment with one of the practice nurses for advice and inoculations.

These appointments book up quickly and you will need to arrange this at least 8 weeks prior to departure.

We provide shared **Maternity Medical Services** in conjunction with Powys Teaching Health Board midwives; they are based at the Birth Centre, Bro Ddyfi Community Hospital. They can be contacted via Powys Teaching Health Board call centre on 01654 705 211.

Diabetic patients who are registered with our practice are invited to take part in **Diabetic Retinopathy Screening**; this clinic takes place once a month and you will see either a north or south Wales based technician.

Diabetic Eye Screening Wales provide this service, they contact patients directly.

The **Well Man Clinic** is run by the Health Care Assistant. You will be offered a full health check, which includes a blood pressure check, advice on diet, smoking and alcohol.

Please enquire at reception if you would like an appointment.

We also offer a **Well Woman Clinic**, this is run by the practice nurse who will offer you a full health check; this will include checking your blood pressure, advice on diet, smoking, alcohol, smear tests and breast care. Please enquire at reception if you would like an appointment.

Please telephone 01686 617300 and speak to the **COMMUNITY PSYCHIATRIC NURSES/ COUNSELLORS** for advice or support on mental health issues.

The nearest **Leg Club** is in Llanidloes, they meet every Thursday between 8.30am and 11.30am at Y Fan Institute, Llanidloes, Powys. SY18 6NL; the District Nursing team runs it.

For more details please contact them on 01686 414234.

DID YOU KNOW THAT WE ARE A TEACHING PRACTICE?

During the year, we have students from Cardiff Medical School and Physician Associate students from Swansea University who may sit in on your consultation, with your approval.

We will make you fully aware of this before your consultation to avoid any embarrassment.

Self-Referring to Physiotherapy – without visiting your GP first.

For conditions such as muscular pain, back pain, neck pain, painful joints or recent injuries such as sprains and strains, you will need to complete a self-referral form. This is available in the waiting room or can be downloaded from: <https://dyfivalleyhealth.org/downloads> or www.powysthb.wales.nhs.uk/physiotherapy-self-referral

Please enquire at reception if you need an appointment with the **Citizens Advice Bureau (CAB)**.

CHANGE OF NAME OR ADDRESS: Please download the change of address form via: www.dyfivalleyhealth.org/downloads or inform reception of any change of name, address, telephone number etc. you can also amend if you are registered with MHOL.

If you are moving out of our practice area, you will be advised to register with your nearest practice.

The Health Centre welcomes **SUGGESTIONS, CONCERNS AND COMPLIMENTS** from patients, families, and carers and you are invited to have your say to help us review how we can best provide services within resources available.

Dyfi Valley Health follows the NHS (Concerns, Complaints and Redress Arrangements) Regulations 2011. Posters and Leaflets are displayed within the Health centre. Key Features of the Complaint Process are:

- Concerns can be raised no later than 12 months from the date on which the issue occurred.
- Acknowledgement of concerns to be made within 2 working days of their receipt.
- Response to be sent within 30 working days of receipt and if this is not possible, the person to be kept informed.

If you have a concern, you can either speak to Practice staff and or Practice Manager directly.

If you would prefer, you are also entitled to ask Powys Teaching Health Board to look into a concern instead of taking the matter to the Practice. They can be contacted via pthb.nhs.wales/feedback or by ringing 01874 712582

Patients can also contact Llais for advice, assistance, and support via: www.llais.org

DISABLED ACCESS:

Easy access and specially designated areas are available for the disabled.

The practice has a zero tolerance policy to **violent and abusive behaviour**: Dyfi Valley Health have a right to



notify patients who are physically or verbally abusive to any of our staff, that they may receive written notice that they are to be removed from our list, stating the reason for their exclusion.

OTHER SERVICES IN MACHYNLLETH - A trip to the medical practice is not always the right place to go. Did you know that there are a number of alternatives you can consider, right here in Machynlleth.

You can access many of the same treatments directly, elsewhere in Machynlleth and be on the path to recovery faster.


LOOKING AFTER YOU

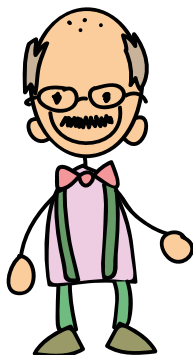
Sometimes self-care is the answer. Having a good first aid kit to hand often means you will manage without even leaving home.

Do not stretch the budget. Plasters and paracetamol for example can be bought cheaply from many shops in Machynlleth.

If you have these in the cupboard, you are prepared for when those common aches, pains, ailments and injuries surprise you:

- 3 x burns dressings
- 2 x Eye pad dressings
- 2x finger dressings
- 2 x medium and large dressings
- Assorted waterproof plasters
- 1 x microporous tape
- Cleansing wipes
- Nitrile gloves
- Paracetamol, Ibuprofen
- Antihistamine
- Diarrhoea relief tablets

 **111** is a free service, it is available 24 hours a day, seven days a week. With a great website



and free phone number, 111 Wales never sleeps.

You will find an A-Z online symptom checker offering advice on treatment, contact details to your local chemist, dentist, optician, minor injuries units and much more. Often there is no need to leave the comfort of home!

Web: www.111.wales.nhs.uk

Telephone 111. If phoning from a mobile you may be unable to connect to this number – you will then need to phone 0345 4647 instead.



PHARMACY - Your community pharmacist can offer fast and effective advice on over the counter treatments for a variety of minor illness or injury.

They might be able to offer advice and treatment for acne, athlete's foot, cold sores, dry eyes, hay fever, indigestion and reflux, in-growing toenails, thrush, scabies, sore throats and tonsillitis, conjunctivitis, worms and constipation. They can also offer emergency contraception, flu vaccinations, and support to give up smoking, as well as answer any questions you may have about your prescription medicines.

However, if you have taken a wrong turn, they will direct you to the right path for the right expert!

If you need care that cannot wait until the surgery is open, please ring the GP out of Hours service on 111 which is a free number. Telephone advice on a range of medical conditions is available from NHS Direct 24 hours a day, also on 111.

Our staff are here to help you and will always try to be polite and helpful. There is an NHS zero tolerance policy, any form of threatening or aggressive behaviour towards any NHS staff will not be tolerated.

If you have a medical emergency, a critical or life threatening problem call **999**

Here are some examples of an emergency:

Unconsciousness
Difficulty in breathing
A suspected heart attack
Heavy blood loss
Serious injury
Severe burns



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd
Addysgu Powys
Powys Teaching
Health Board